

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	3295559
<b>Application Number:</b>	10602287
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	1163
<b>Title of Invention:</b>	Method for managing resources in a multi-channeled customer service environment
<b>First Named Inventor/Applicant Name:</b>	Romelia H. Flores
<b>Customer Number:</b>	40987
<b>Filer:</b>	Richard A. Hinson/Sarah Scott
<b>Filer Authorized By:</b>	Richard A. Hinson
<b>Attorney Docket Number:</b>	BOC9-2003-0013 (383)
<b>Receipt Date:</b>	13-MAY-2008
<b>Filing Date:</b>	24-JUN-2003
<b>Time Stamp:</b>	14:09:54
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$ 810
RAM confirmation Number	8343
Deposit Account	500951
Authorized User	

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

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**File Listing:**

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1	Request for Continued Examination (RCE)	6169-383_RCE_05132008.p df	181110	no	1
			a7ffc1597104ca1b916bc4555dec9ab2d 72ea6d3		

**Warnings:**

This is not a USPTO supplied RCE SB30 form.

**Information:**

2	Fee Worksheet (PTO-06)	fee-info.pdf	8212	no	2
			f1af4b191fc7180a6a1dad885a82e7f29 34e2a7f		

**Warnings:****Information:**

<b>Total Files Size (in bytes):</b>	189322
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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.